

OFFICE ASSISTANT I**DEFINITION:**

Under general supervision, provides a variety of routine to difficult clerical support to various City offices, which may include receptionist duties, typing, word processing, record keeping, and filing; performs related work as required.

CLASS CHARACTERISTICS:

Office Assistant I is the entry level class of this clerical series. Initially under close supervision, incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Act as receptionist and receive and screen visitors and telephone calls providing factual information regarding City activities and functions.
2. Communicate tactfully and effectively with the public.
3. Open and distribute incoming mail, processes out-going mail, and receives over-night mail and packages including delivery to mail slots, individual office staff, and City Council members.
4. Prepare and update a variety of reports using a typewriter, word processor, and/or personal computer, following established formats.
5. Maintain records and process forms, purchase requisitions and orders, including reports specific to the organizational unit.
6. Process work using correct English grammar, punctuation and spelling.
7. Order and distribute office supplies.
8. Perform routine office support functions.
9. Perform other job related duties as assigned.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

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1. Proofread and check typed materials for accuracy, completeness, and compliance with departmental policies.
2. Type correspondence, reports, forms and specialized documents related to the functions of the organizational unit from drafts, notes, dictated tapes, or brief instructions.
3. May handle and make change from a change drawer/petty cash box as directed.

QUALIFICATIONS:

Knowledge of:

1. Basic office practices and procedures, including filing and the operation of standard office equipment.
2. Correct English usage, including spelling, grammar, and punctuation.

Skill in:

1. Developing and maintaining effective working relationships with those contacted in the course of the work.
2. Understanding and carrying out oral and written directions.
3. Maintaining accurate records and files.
4. Making accurate arithmetic calculations.
5. Performing detailed clerical work accurately.
6. Communicating tactfully and effectively with the public.

Ability to:

1. Rapidly learn the specific procedures and terminology of the organizational unit to which assigned.
2. Use initiative and sound independent judgment within established guidelines.
3. Communicate orally and in writing in a clear manner.
4. Maintain effective working relationships with office staff.
5. Work well in a position requiring high public contact.

Ability to (continued):

6. Operate standard office equipment.

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OTHER QUALIFICATIONS:

1. Equivalent to graduation from high school.
2. Prior clerical work experience is desired, but not required.

MACHINES/TOOLS/EQUIPMENT UTILIZED

1. Telephone
2. Answering machine
3. Reports, forms, pencils and pens
4. Computer monitor, keyboard and printer
5. Copy machines
6. Fax machines
7. Typewriter
8. Postage machine

PHYSICAL DEMANDS:

1. Mobility
2. Speaking/Hearing
3. Seeing
4. Sitting
5. Lifting up to 25 lbs.
6. Manual dexterity

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

1. Indoors: normal office conditions, 95% of the time
Travel: varying conditions, 5% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning
6. Dust: normal, indoor levels